Electronic Visit Verification

Client or Responsible Party
User Guide

MRCI

Contents

The Electronic Visit Verification mobile app, better known as the Cashé EVV app, is simple and easy to use for starting visits, signing, and submitting visits, and viewing previous work records.

Notice: It is important to remember that it is a federal crime to submit fraudulent work records. Prior to Submitting a Time Entry, a message displays, reminding you it is a federal crime to provide materially false information on service billings for medical assistance or services provided under a federally approved waiver plan as authorized under Minnesota Statutes, sections 256B.0913, 256B.0915, 256B.092, and 256B.49. It is your responsibility to ensure that the information you are submitting is accurate.

1. Getting Started

Temporary Password Email

You will be sent an email with a temporary password. Contact your MRCI Program Specialist if you have not received one:

From: **MRCI FMS Prod - EVV Password** <admin@cashesoftware.com>
Date: Wed, Nov 9, 2022, 1:32 PM
Subject: Password Reset

Account Confirmation

Hi NAME

Here are your account details

Login ID : Email

Password : 557285

Thanks,

The Cashé Team

Please Click the below link to download the app

Download on the App Store | Google Play

Please do not respond to this auto-generated email.

Accessing the App or Website

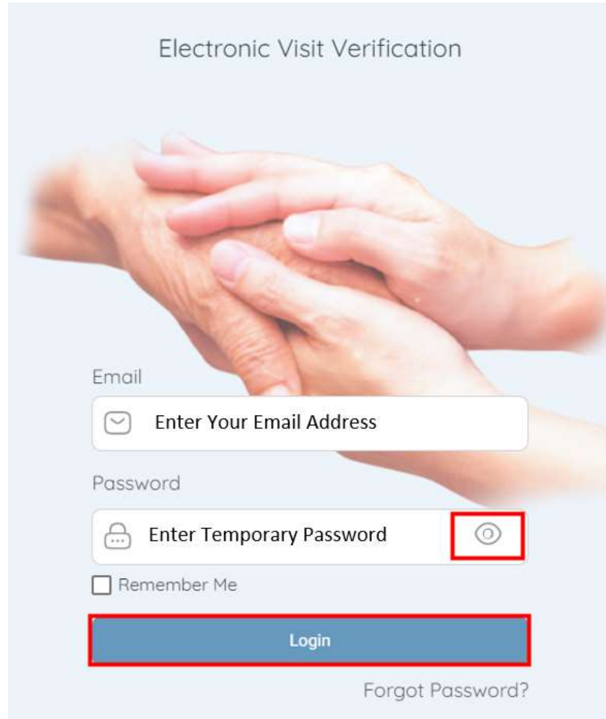
Download the app or go to the web address.

1. App download links are in the email they received with the temporary password.
2. Android
   a. Select the Play icon to open the Google Play store
   b. Search for "Cashé EVV" and select the Cashé EVV app
   c. Download the app to your mobile device
   d. When you open the app the first time, you will be prompted to accept required permissions
3. iOS (Apple Devices)
   a. Select the "App Store" icon
   b. Search for "Cashé EVV" and select the Cashé EVV app
   c. Download the app to your mobile device

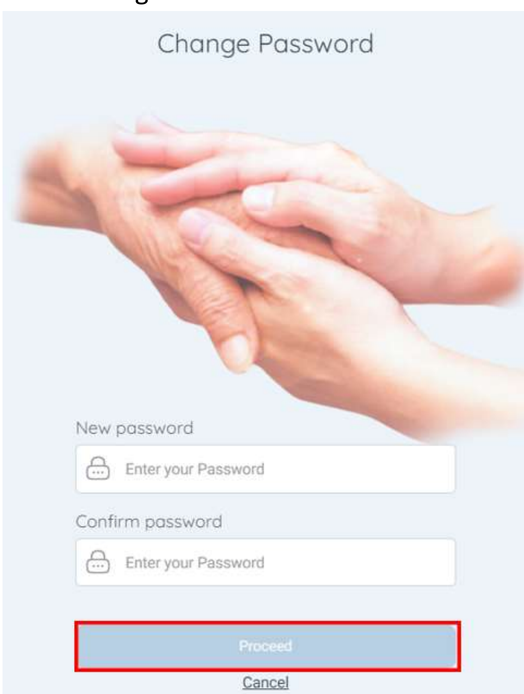
4. Go to this link to log in directly: https://evv.cashesoftware.com/app
5. MRCI's website has the EVV web address on it: https://www.mrcicds.org/evv

First Time Log In

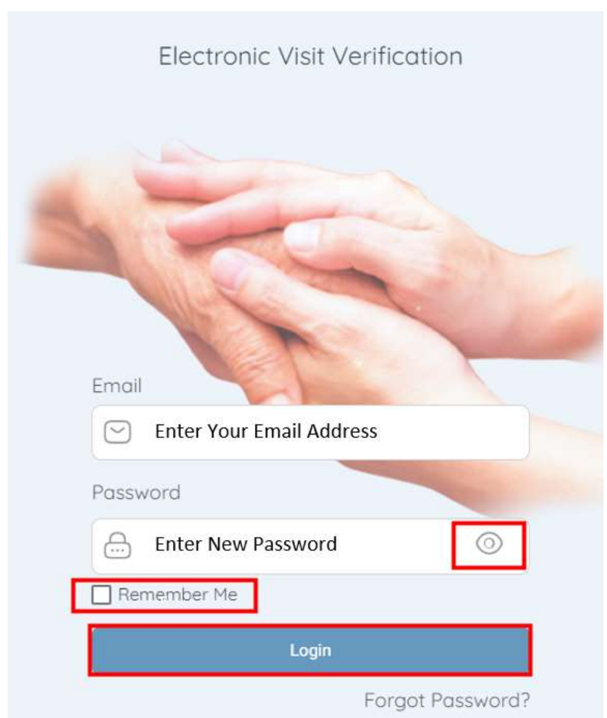
1. Give the app/website permission to use location. Select **“Always”** or **“Only allow when using the app”.**
2. Select preferred **Language**.
3. Type or Copy/Paste Email address and *Temporary password* into login page. Use the eye tool to view the password you entered to ensure it is accurate.
4. Select **Log in**.



5. Create a new password that only you know. Enter it again to confirm it. **Proceed.**



6. “Password was changed successfully.” Select **Login**.

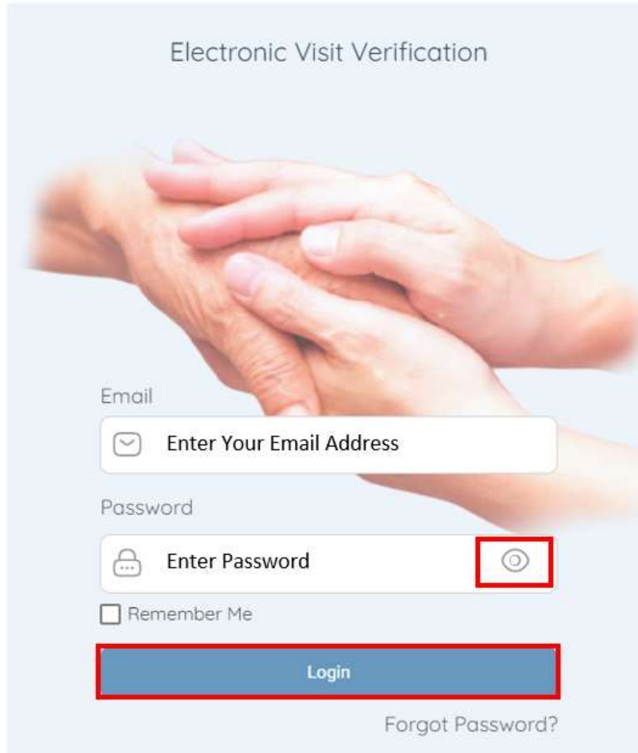


7. Log In again, using the new password you just created.
   a. Use the eye tool to double check that you have typed your password correctly.
   b. Select the box next to Remember Me so the app or website will remember your email address and password for easy login.

2. Logging In & Out

Login

1. Locate the **Cashé EVV** app on your mobile device or the URL for the web-browser.
2. Use the device keyboard to enter your email address.
3. Use the device keyboard to enter your password.
   Never share your password with anyone.
   Use the eye tool to view the password you entered to ensure it is accurate.
   If you have forgotten your password, select **Forgot Password** and follow the steps to have an email sent to you with a temporary password.
4. Select **Login**

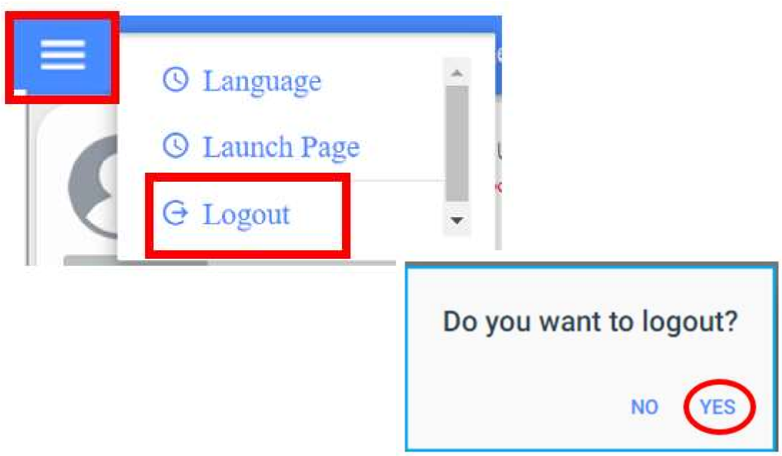


Log Out

It is important to log out of the **Cashé EVV** app when not actively using it. The application will logout automatically 15 minutes after the session is completed.

Logging out once your visit is complete provides the highest level of security.

1. Select the **Menu Icon**
2. Select **Logout**
3. Select **Yes**



3. Navigation

Menu

The menu icon is located in the upper left corner. When expanded displays a link for **PIN Settings**, **Language** and **Logout**. To expand the menu, select the **Menu Icon.** See section *4. Creating and Managing Your 4-digit Pin*

Refresh

To refresh the dashboard, select the **Refresh** button in the upper right-hand corner of the **Dashboard** screen. Refreshing the Dashboard allows you to see any unapproved visits for you to process while you are logged in.

Home/Dashboard

The **Dashboard** screen is where you can review and submit employee visits. See section *6. Approve or Reject Visits: On Your Own Device.*

Care History

The **Care History** screen is where you can review past visits to see their submission status. See section *7. Reviewing Previous Visits*.

Profile Information

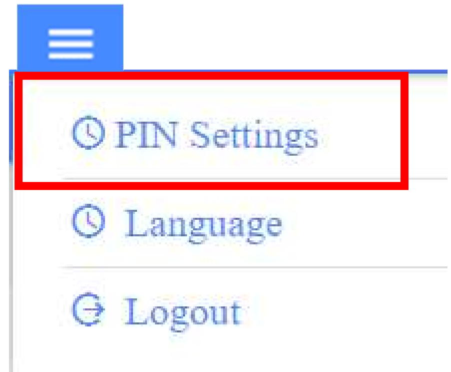
This contains your information as the client or responsible party. If you need to update your address or phone number, you must contact your MRCI Program Staff by phone or email. A photo of yourself can be added. See section *9. Uploading a Profile Image*. You will also be able to view budget spending on this screen. See section *8. Reviewing Budget Spending.*

Notifications

This is where you will find notifications that have been sent to you, related to approvals or denials of time within the EVV app.

4. Creating and Managing your 4-digit PIN

An employee should never create, know, or use your pin number.

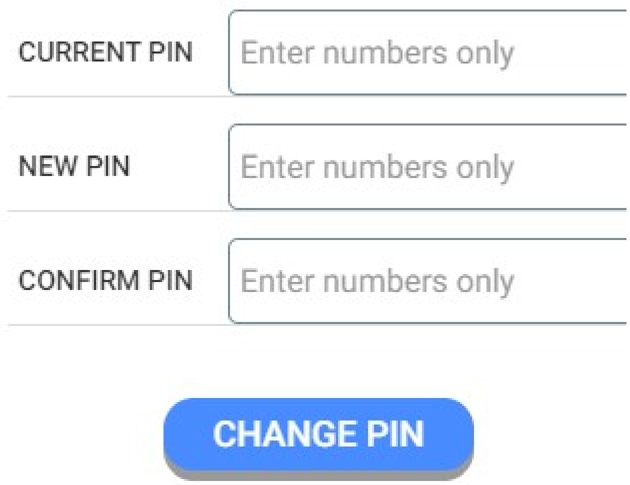


Creating a New Pin

1. Select the **Menu** icon
2. Select **Pin Settings**
3. Select **ENTER PIN**
4. Using the mobile device keyboard create a 4-digit pin
5. Select **RE-ENTER PIN**
6. Using the mobile device keyboard re-enter the 4-digit
7. Select **Confirm**
8. A message displays indicating your pin code has been set successfully, select **Ok**

Changing Your PIN

1. Select the **Menu** icon
2. Select **Pin Settings**
3. Select **CURRENT PIN** and enter the current pin number you have set.
4. Select **NEW PIN**, Using the mobile device keyboard create a new 4-digit pin
5. Select **CONFIRM PIN**, Using the mobile device keyboard re-enter the 4-digit pin
6. Select **CHANGE PIN**

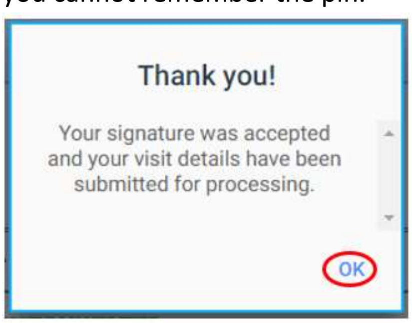


5. Approving Visits: On Employee’s Device

1. If you have not created your 4-digit PIN number, have employee select **Submit Time Entry.** Follow section *6. Approve or Reject Visits: On Your Own Device*.
2. If you have a 4 digit pin: After the employee has completed their shift, they need to review and sign the visit first.
3. Have the employee select **Get Client Signature** or **Get Responsible Party Signature**.

<u>Employees should never create, know, or enter a client or responsible party’s pin number</u>.

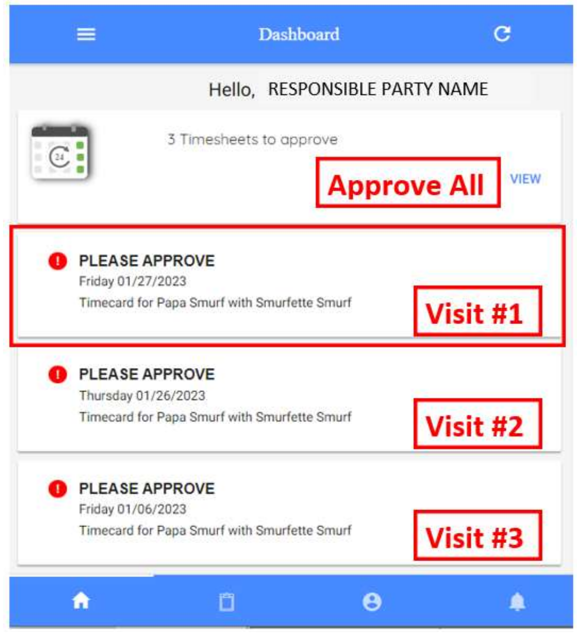
a. You as the client or responsible party signs in the blue box
b. Select box next to **Enter Pin**.
c. Use the device keyboard to enter your 4-digit PIN
d. Select **Submit Time Entry**
e. A message displays indicating that you have signed and are submitting this visit for processing, Select **Ok**
f. Use the **Cancel** button if you choose the option of using pin, but you cannot remember the pin.



6. Approve or Reject Visits: On Your Own Device

Unapproved visits appear on the **Dashboard** so that you can easily submit them for processing.

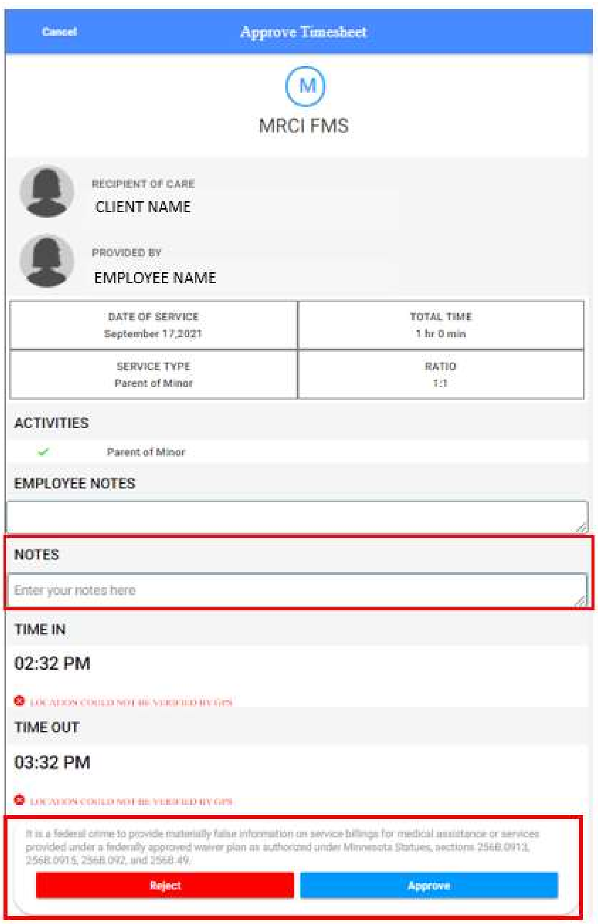
The top tile on the Dashboard is a bulk approval tile and may take you to more than one visit for approval. See section below on *Bulk Vist Approval*.



Individual Visit Approval or Rejection

1. Select one of the visits

2. Review the visit information for accuracy



3. If desired select the **Notes** area

   Use the device keyboard to type any notes.

4. Select **Approve** or **Reject** based on your review.

(Continue)

Approve: Select **Approve** if the visit information looks accurate.

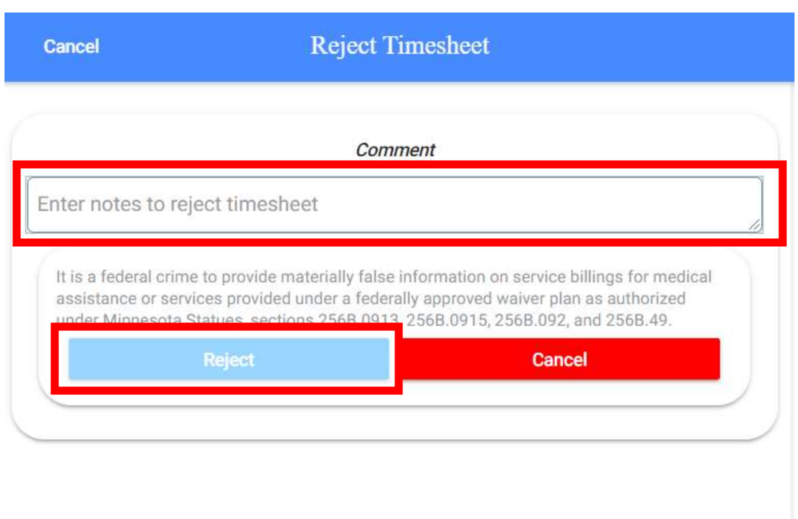
Use your finger or mouse to sign in the blue box.

Select **Submit Time Entry**

A message displays indicating that you have signed and are submitting this visit for processing, select **Ok**

Reject: Select **Reject** if you notice an error in the visit.

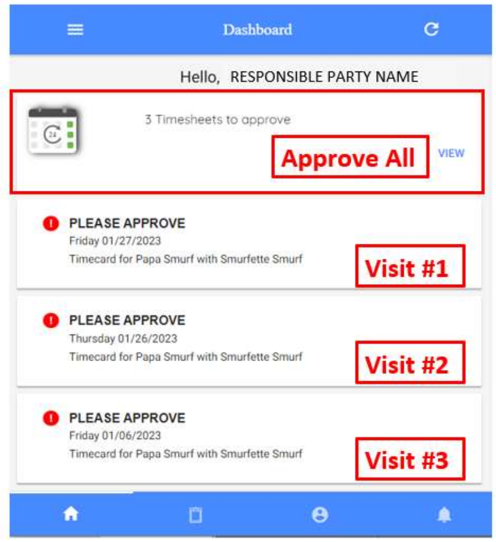
1. Select the **Comment** box
2. Use the device keyboard to enter a reason why you are rejecting this visit
3. Select **Reject**



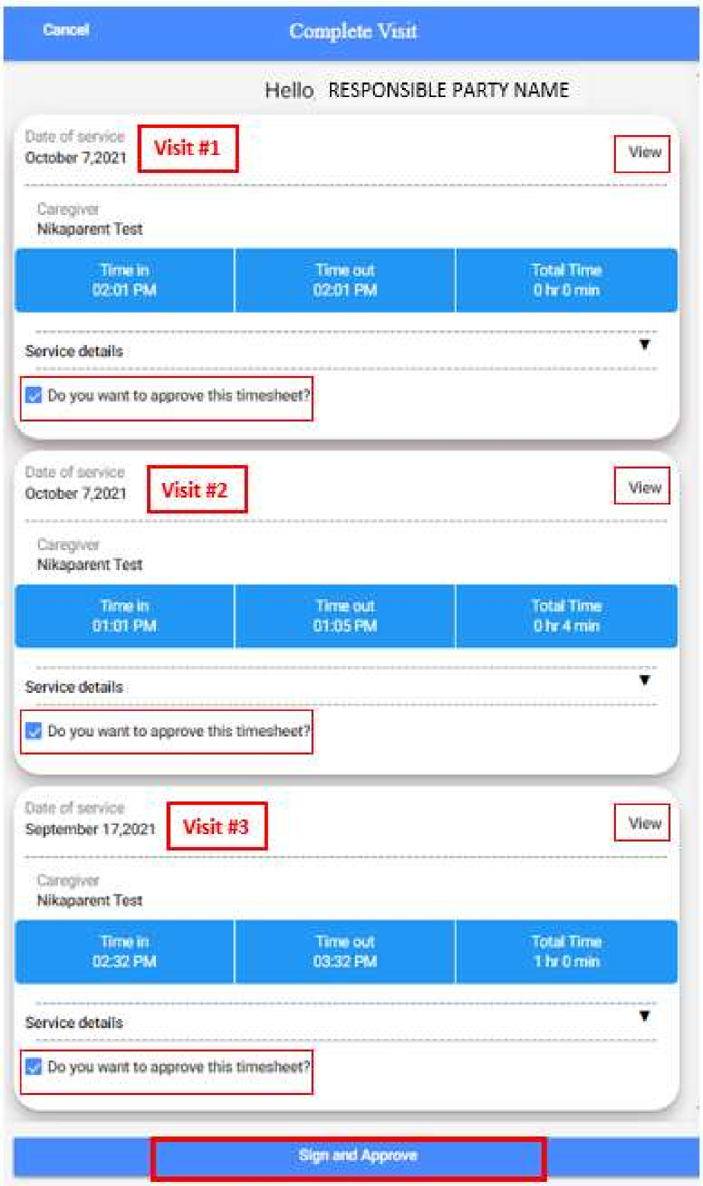
The employee will be sent a notice of "Incomplete visit Record" prompting the employee to then change and re-submit the visit.

Bulk Visit Approval

The top tile on the **Dashboard** is a approve all tile and will take you to more than one visit for approval. Caution should be used when using this top tile, as visits for multiple care recipients may be referenced here to approve. You need to still review each entry for accuracy.



1. Select **View** in the top section to see all unapproved visits.
2. Review each visit for accuracy.



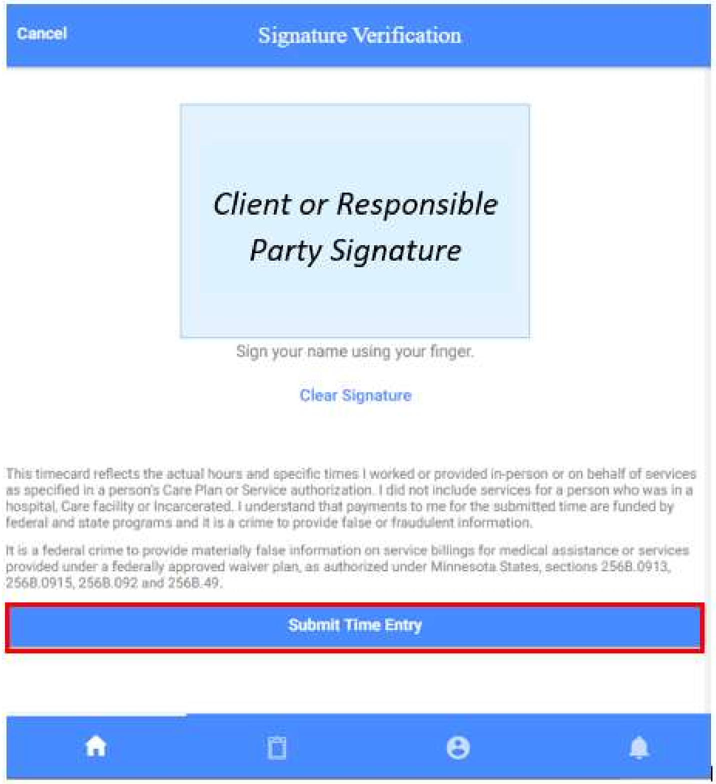
3. You could select **View** in the right-hand corner of each entry to approve or reject individually.

4. You could uncheck the *Do you want to approve this timesheet?* if you noticed an error. This will keep those times from being approved.

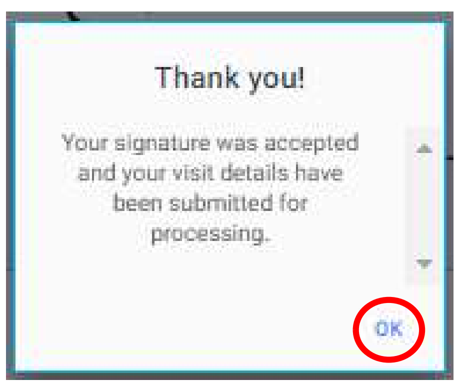
5. If it all looks correct, select **Sign and Approve**.

(Continue)

6. Use your finger or mouse to sign in the blue box
    a. If desired, you can re-sign the visit by selecting **Clear Signature**
7. Select **Submit Time Entry**



8. A message displays indicating that you have signed and are submitting this visit for processing, select **Ok**



7. Reviewing Previous Visits

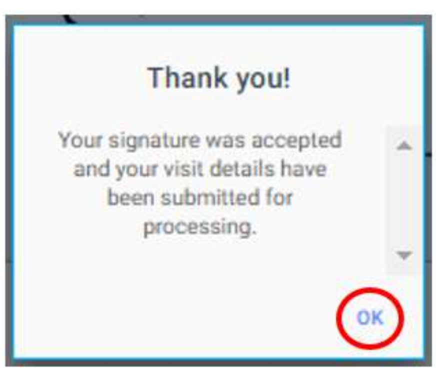
You can view all approved and unapproved time in **Care History**

Go to **Care History:**

1. Select the month and year that you would like to review.
2. All visits performed within that period are displayed.

3. Select the visit that you would like to view more information on.
    a. If you, the Responsible Party, have not approved a visit, you will see a red message under the visit that says: "Timesheet not submitted".
    b. If you have already approved a visit, you will not be able to do anything except view the information.
4. Select any visits that say "Timesheet not submitted" to be able to **Reject** or **Approve** the visit.
    a. Use your finger or mouse to sign in the blue box
    b. Select **Submit Time Entry**

A message displays indicating that you have signed and are submitting this visit for processing, select **Ok.**



8. Reviewing Budget Spending

The **Profile Information** screen gives you a summary view for each service type that you receive. To view **Profile Information**, select the **Profile** icon on the bottom of your device screen.

If you represent more than one client, use the drop down under Clients to select the one you need.

Scroll down to find the budget line items and details. Select **Budget Transaction Details** for more details on the transactions of that budget line item.

9. Uploading a Profile Image

1. Go to the **Profile Information** page and select the **Camera** icon.
2. The **Choose Image Source** window displays
3. Select where you would like to upload the image from: **Camera** or **Open Gallery**
    a) If uploading from the **Camera** option, a window will display asking permission for t**Cashé EVV APP** to access the camera, select **OK**
    b) Take a photo to upload
    OR
    c) If uploading from the **Open Gallery**, select the photo from your device gallery of photos.